



CITY OF HAYWARD
OFFICE OF THE CITY MANAGER

SUBJECT:	Council Technology Application Committee Meeting
DATE:	Wednesday, June 15, 2005
TIME:	5:30 P.M. to 7:00 P.M.
LOCATION:	City Hall, Conference Room 4A

TO: **Council Technology Application Committee**
Council Member Olden Henson, Chair
Council Member Bill Quirk
Council Member Bill Ward

THRU: Jesús Armas, City Manager

A handwritten signature in black ink, appearing to be "JA", is written next to the name Jesús Armas.

FROM: Perry Carter, Acting Assistant City Manager

Council Technology Application Committee Meeting

Wednesday, June 15, 2005

5:30 P.M. to 7:00 P.M.

Hayward City Hall

777 B St. Hayward

Conference Room 4A

Hayward, CA 94541

AGENDA

Public Comments: (Note: For matters not otherwise listed on the agenda. The Committee welcomes your comments under this section but is prohibited by State Law from discussing items not listed on the agenda. Your item will be taken under consideration and referred to staff.)

- 1. Minutes of February 16, 2005**
- 2. On-Line Utility Billing and Payment**
- 3. Police On-Line Reporting**
- 4. Member Comments**

Distribution:

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City Clerk
Acting Finance Director

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Interested persons must request accommodation at least 48 hours in advance of the meeting by contacting the Acting Assistant City Manager at (510) 583-4302 or TDD (510) 247-3340

**Council Technology Application Committee
Meeting Minutes of February 16, 2005**

Members Present: Olden Henson (Chair), Bill Quirk, Bill Ward, Jesús Armas, Perry Carter, Clancy Priest, and Millie Saad.

Others: Hilary Herman and Jeff Suneson (staff) and Ed Bogue (public).

I. Public Comment: None.

II. Approval of Minutes

The Committee accepted the minutes of September 1, 2004.

III. Eden Permit System Demonstration

Hilary Herman, Building Official, demonstrated the Eden Permit System. Online as of July 2004 through the City's website, Eden affords the public access to permit information by entering either the parcel address or the permit number. Eden has proven to be a great convenience and time saver for developers, contractors, and individual permit holders. A planned enhancement includes the ability to schedule building inspections online. Eden also links to the online GIS (Geographic Information System) which provides additional parcel data.

IV. Geographic Information System (GIS)

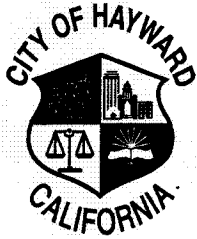
Jeff Suneson, GIS Coordinator, demonstrated the City's online GIS. The standard GIS (parcel data) is available both to the public and internally. However, a number of specialized GIS tools are only available to staff via the intranet. These include Street View (360 degree oblique parcel views), parcel measurement tools, and Public Works utility maps. Specialized tools for Public Safety use are under consideration. GIS has saved staff time, and provided the public with useful parcel information.

V. Member Comments

Concilmembers suggested more public education about the Eden System and GIS, perhaps through another edition of the Chamber of Commerce newspaper.

VI. Next Meeting

The next Committee meeting will be Wednesday, June 15, 2005. The agenda will focus on Public Safety technology.



CITY OF HAYWARD STAFF REPORT

AGENDA DATE 6/15/05
AGENDA ITEM

TO: Council Technology Application Committee
FROM: City Manager
SUBJECT: On-line Utility Billing and Payment

Background:

The City currently bills utility usage to its customers using a standard "paper" bill format. These bills can be paid by cash, check, e-check, or by credit card. Customers can either mail the payment or make payment at City Hall.

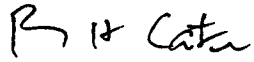
With the current move towards e-services, the City has developed a web interface to allow the acceptance of utility payments, on-line. More specifically, utility customers will be able to go to the City's web site where they will be able to click on a payment screen. Then, following a simple log in procedure based on the account number, they will be able to make on-line payment in one of two ways, by credit card or by e-check (on-line authorization to debit their checking account). The screens that the customer will use will be located on the City's web site and the customer will not be redirected to another site. Additionally, there will be a message that will inform the customer when the payment will be reflected on the customer's utility account statement.

The customer will also be able to view the current account balance, print a copy of the utility bill with current balance due and view the customer water usage chart. Currently, water usage information is presented in table form, but staff is planning to introduce a usage graph which will make the information more user friendly.

The entire "behind the scenes" processing will be done electronically. For example, staff has developed the interface along with our content vendor and bank to make the process as efficient as possible. Introducing this service on the City's web site also sets the stage to offer automated payment over the phone. By offering phone service the City will expand the base of customers that may wish to use this type of automated service.

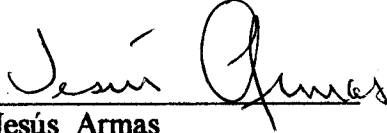
Staff will present a demonstration of the web based on-line system at the June 15, 2005 CTAC. At present, staff plans to offer the service to City customers by July 1, 2005.

Prepared by:

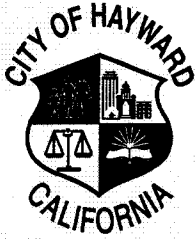


Perry H. Carter
Acting Assistant City Manager

Approved by:



Jesús Armas
City Manager



CITY OF HAYWARD STAFF REPORT

AGENDA DATE 6/15/05
AGENDA ITEM _____

TO: Council Technology Application Committee
FROM: City Manager
SUBJECT: Police on-line Reporting

Background:

The Hayward Police Department currently takes "no suspect" reports over the telephone or from walk-in victims. No Suspect reports are non-violent crimes normally involving property theft, destruction or vandalism and where there is no suspect named by the reporting individual. Taking reports in this manner is time consuming and labor intensive. Also, if several reports come in at one time service to the public is less than optimal as individuals must wait to make their reports. This issue is not unique to Hayward and the Department looked at what other local agencies were doing in this area to provide better service. Staff found that several agencies are using an Internet program to allow residents to file a report online and receive a copy at the time of the filing for insurance or other purposes. There are several significant advantages to this approach for both the City and the reporting individuals.

In brief, an Internet application of this type saves time and resources and also enables residents to receive a faster response. Residents can fill out the report at their convenience as they are not limited to a particular time or day; and can take as long as they need. Additionally, residents can print their own copy of the report which provides added flexibility and relieves the Police Department from having to print the copies. From an operational standpoint not having to manually record each report represents a significant savings in staff time. Finally, it is important to note that each report, whether taken in the current manner, or through the use of an Internet application, will be reviewed by an officer before it is accepted. This process insures that any report is properly filed and noted for any additional evaluation, if warranted.

With the assistance of Technology Services, the Police Department evaluated three applications offering this type of service. The following companies were evaluated: 1.E-police report.com, 2. Epolicereport.us and, 3. Epolicedepartment. Each provider was invited to present their system to a joint group of Police Department and Technology Services personnel. Through the evaluation process it was determined that the Epolicedepartment, Desk Officer product best suited the needs of the Hayward Police Department.

In particular the Desk Officer online police reporting system allows the resident to make a police report, thereby freeing up an officer's or other employee's time for other duties. Additionally, the application properly documents the incident and collects reportable data for statistical

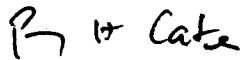
analysis and State reporting requirements. This product is also compatible with the City's current software.

The following were some of the factors that determined the choice:

- The vendor is established in the marketplace.
- Greater ability to customize reports.
- Will offer a Spanish language option this summer.
- Officers can access the system remotely.
- Citizens enter the information and do not have to wait for an officer to be dispatched.
- Citizens can print a temporary report and receive a PDF copy via email after approval.
- Crime type statistics are maintained.
- The online reporting system can be exported to many different formats to work with all major desktop reporting systems.

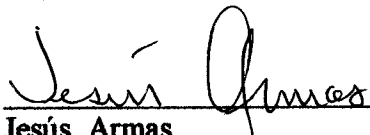
Staff is confident that the acquisition of such a system will result in a significant savings to the City, while providing improved service to the public. Staff will provide a brief demonstration of the product to the CTAC at the June 15, 2005 meeting.

Prepared by:



Perry H. Carter
Acting Assistant City Manager

Approved by:



Jesús Armas
City Manager